

HL7 Bridge Troubleshooting Guide

- I. Three (3) main areas to check
 1. Check the version of Java installed on the provider's server
 - a. Provider must have Java version 1.4 or higher;
 - i. Java version 1.4 is a very old version consider upgrading to at least 1.5 or 1.6 if possible.
 2. Check the wrapper
 3. Check that the properties file is configured correctly
- II. Java
 - a. Instructions for checking current Java version
 - i. Click on START
 - ii. Select Run
 - iii. Type: cmd, press enter
 - iv. Type: java -version
 1. Shows the version that is running on the server (verify 1.4 or higher)
 - b. Instructions for Installation of Java
 - i. Go to java.sun.com
 - ii. Click on Oracle → Downloads → Java for computers
- III. Installing the HL7 Bridge
 - a. Unzip the HL7 bridge software
 - b. Save the software in any folder
 - i. Most use C drive
 - ii. Remember where it was saved
 - c. There are 5 directories
 - i. Go to service wrapper → service panel
 1. Set the service panel to "Always On" for providers
 - d. NOTE: If providers move the HL7 bridge to a new location, they must uninstall the bridge and reinstall it at the new location.
- IV. Wrapper
 - a. Check the wrapper.log first
 - i. The wrapper talks to Windows and Java
 - ii. Starting and stopping the wrapper = starting and stopping the HL7 bridge
 - iii. Check that the HL7 bridge is running
 - b. Check the error.txt log
 - i. Log.txt shows the connections in more detail than the wrapper
 - c. Check the log for the specific facility
 - d. NOTE: If the provider does not run Windows, they also do not use a wrapper. They run it directly without a wrapper.
 - i. Most private provider servers run Windows.
- V. HL7 Bridge Configuration
 - a. Settings
 - i. This setting collects the most detail on the transactions

- ii. The default setting is Minimal
 - iii. Set providers to minimal or regular
 - iv. If there are problems, change the setting to VERBOSE
 - b. Some servers need a proxy
 - i. AK has a key store that they give to providers to finish the installation
 - c. Check the properties file to test the connection
 - i. If you get a message that does not recognize the User Name / Password there is a connection
 - 1. If this occurs, go to the VacTrAK HL7 Servlet → HL7 Interface Test Form to copy the message data sample
 - 2. The following should appear:
 - a. Listener.enabled = true
 - b. Listener.type = file
 - c. Listener.request.dir = c:\data\work\stc\VacTrAK\\(facility name)\request
 - d. Listener.response.dir = c:\data\work\stc\VacTrAK\\(facility name)\response
 - e. Listener.check_interval_in_seconds=15
 - ii. Most people forget what directory they put the data in or don't correctly type in the directory name.
 - iii. Make sure you use double back slashes or single forward slashes for directories in Windows.
- VI. HL7 Bridge Properties
- a. Check this to find where the HL7 bridge is located
 - b. Click on Properties → right click on General
 - i. This will show where the HL7 bridge is located on the server
 - c. Sender.type= HTTP
 - d. Sender.send_to.http –address
 - i. To send to test use: <http://localhost:8220/iweb-test>
- VII. Certificates
- a. HL7 bridge does not handle certificate authentication directly but relies on the Java installation to do this
 - i. This can be problematic in non-window systems
 - ii. The provider with this problem needs to get their own IT support team to configure their server to manage this issue.
 - iii. The common name in the certificate should match the URL for the HL7 bridge including capitalization as it is case sensitive.
 - b. The HL7 bridge transfers data via the standard HTTPS support in Java

Assuming that you installed this as a service on Windows, you will need to modify your Wrapper.conf file and change the init memory setting from 3 to 10. Then reinstall the windows service.

